SUPPORT ANALYST

PURPOSE: To provide hardware and software support services to computer users.

FUNCTIONAL AREAS: Under direction:

1.   Analyze and solve hardware and software problems.

*   A.   Evaluate user requirements and recommend micro-computer software and
                hardware solutions.
*   B.   Perform the installation and/or integration of hardware and software
                following established standards.
*   C.   Troubleshoot and resolve hardware and software problems, network
                malfunctions, and improper operation.

2.   Plan and coordinate assigned projects.

        A.   Determine needs, requirements, timetables and priorities of assigned work
                projects.
        B.   Coordinate project implementation with other staff.
*   C.   Assist in training users on introductory usage of desktop operating
                systems and application software.
*   D.   Report on project progress, including achievements and technical issues,
                to supervisor, involved staff and end user.

3.   Provide technical guidance for the acquisition of hardware and software.

*   A.   Assist with information gathering related to software application
                functionality and hardware specifications.
*   B.   Provide technical inputs and recommendations for hardware and software
                upgrades to meet user needs and demands.
        C.   Maintain up-to-date awareness on the latest technology.

JOB REQUIREMENTS

Education & Experience Requirements:

♦   Completion of a two-year vocational training program with specific course work in
        micro-computer/network support, plus four (4) years of verifiable experience in
        the installation, support, and troubleshooting of personal computers, networks,
        and peripheral equipment; or college degree in Computer Science, Information
        Systems, or a related field, plus two (2) years of verifiable experience in the
        installation, support, and troubleshooting of personal computers, networks, and
        peripheral equipment; or a

        combination of verifiable education, certification, and/or experience equaling six
        (6) years which demonstrates possession of the knowledge, skills, and abilities
        listed below.

Knowledge Requirements:

♦ A. Knowledge of the principles and techniques of personal computer operating environments.
♦ B. Knowledge of desktop software applications.
♦ C. Knowledge of local area network technology and data communications.
♦ D. Knowledge of the operation and integration of personal computers and related peripheral equipment.

Skill Requirements:

A. Skill in communicating technical information logically and accurately in oral and written forms.
♦ B. Skill in installation of personal computers and associated peripherals.
♦ C. Skill in configuration and support of local area network hardware and software.
♦ D. Skill in troubleshooting hardware and software problems related to personal computers and associated peripherals.
E. Skill in preparing written materials such as policies, procedures, configurations, plans, and recommendations.

Ability Requirements:

♦ A. Ability to research, analyze, and solve problems.
♦ B. Ability to communicate on a one-to-one basis and before groups for the purpose of obtaining or providing information related to user needs.
C. Ability to establish and maintain effective working relationships with supervisors, users, co-workers, and other staff.
D. Ability to manage and track multiple projects concurrently.
♦ E. Ability to occasionally stoop, kneel, crouch, crawl, recline and climb ladders to wire offices for new network connections and install personal computers.
♦ G. Ability to lift and carry supplies and equipment weighing up to 50 pounds.

* Essential functions of the job.
♦ Job requirements necessary on the first day of employment.

Anlst:	Date:
Union: Basic	Pay: 131
CSB: 19960604	
CC: 19960624	Res: 96-0542R